

Division of Parking Services

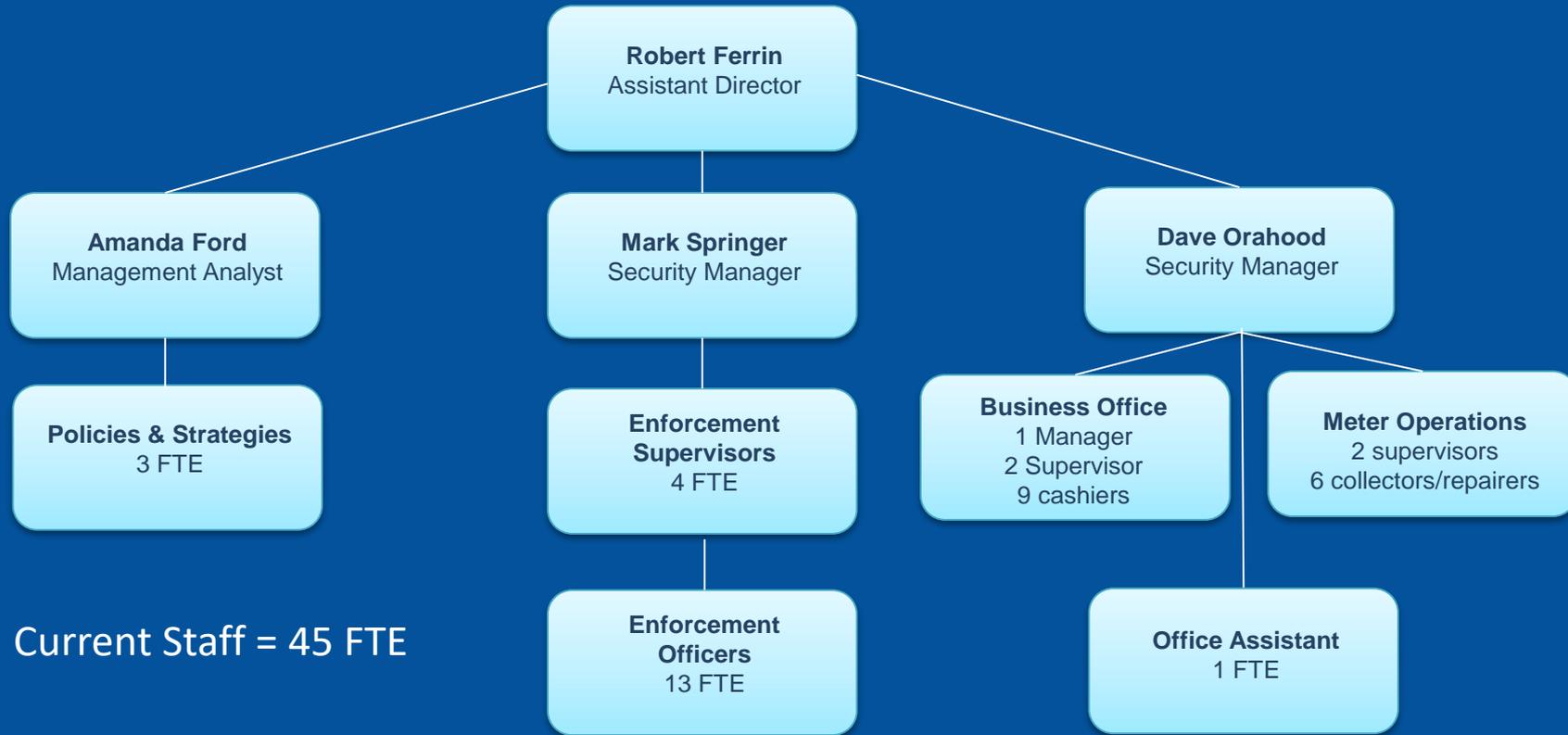


THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE

About Us
1/5/2021

Parking Services: Who We Are

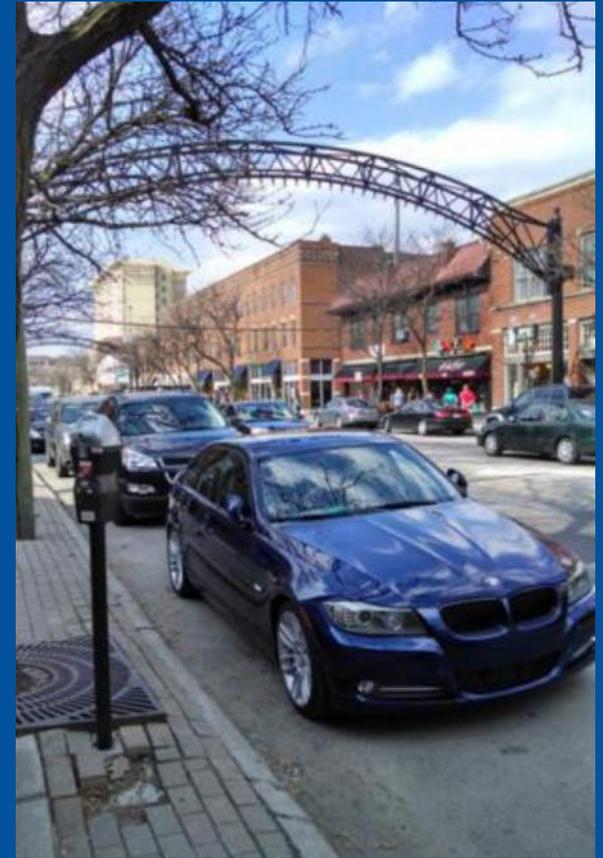


Current Staff = 45 FTE

Parking Services: What We Do

Parking Services, a division of the Department of Public Service, is responsible for the administration, enforcement, operations, and management of public parking in the City of Columbus. The division also sets policy and manages parking and access programs. The division is separated into four (4) different sections:

- Business Office
- Enforcement
- Meter Operations
- Policies & Strategies



Business Office

Responsible for the administration of Parking Permit Programs including permit issuance; handles financial transactions for the Permit Programs, Parking Citations, Impound release & other permitting programs. The Business Office serves as the retail storefront for the Parking Services Division.

Key Statistics (2020)

- 11 staff members
- 20,751 permits issued
- Approx. \$317,768 in permit revenue
- Nearly 9,982 vehicle releases
- Over 34,000 customer calls

The screenshot shows the City of Columbus Customer Account Portal. At the top, there is a navigation bar with the City of Columbus logo and Mayor Andrew J. Ginther's name. Below the navigation bar, there are links for Residents, Businesses, Visitors, Elected Officials, Departments, Quick Links, and 311. The main content area is titled "CUSTOMER ACCOUNT PORTAL" and includes a welcome message. Below the welcome message, there is a login form with fields for Username and Password. The Username field has a note that the username is the user's email address. There is a "Sign In" button and a link for "I forgot my password." Below the login form, there is a message for residents who applied online and a "Create an Account" button.

Enforcement

Responsible for the enforcement of all parking ordinances & policies in the Public Right of Way & off-street public parking facilities owned, managed & operated by the City of Columbus. Parking enforcement officers facilitate compliance with posted & non-posted parking regulations to ensure access to businesses & places of residence.

Key Statistics (2020)

- 17 staff members
- Just over 88,000 citations issued
- Over \$3 million in citation revenue



Meter Operations

Responsible for meter revenue collection & the overall health of the parking meter system. This section is also responsible for the temporary bagging of meters and the installation and removal of meters and posts.

Key Statistics (2020)

- 8 staff members
- Over 3,500 single space “smart” meters
- 8 parking kiosks
- Varying rates & time limits by area
- Approx. \$4.7 million in paid parking revenue
- 68% revenue from meters, 32% through mobile payment

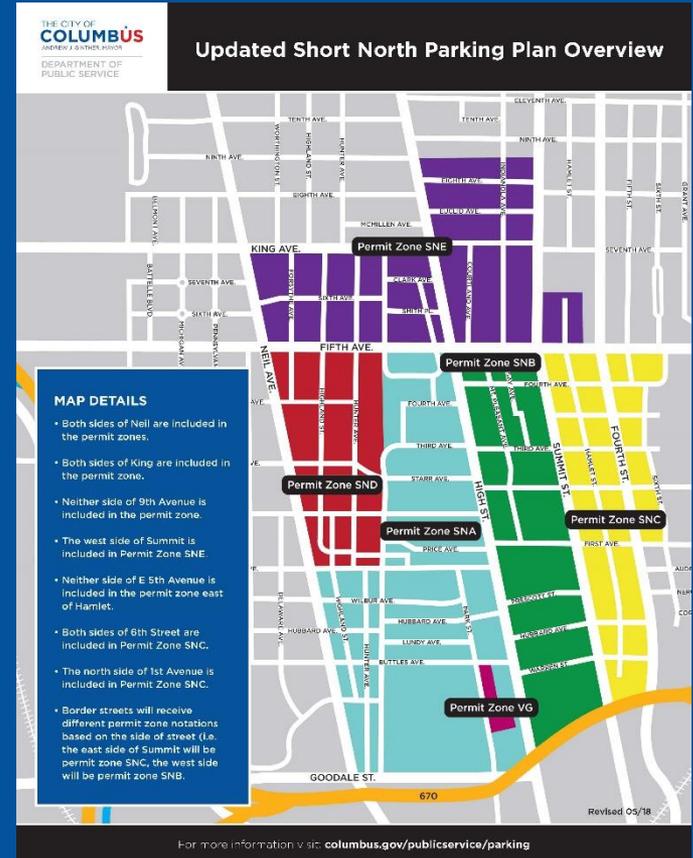


Policies & Strategies

Responsible for the management & administration of existing parking programs, including the permit parking, valet, car share and loading zone program. This section oversees parking & access area management plans, parking projects & strategies and community outreach to facilitate access to Columbus neighborhoods & business districts.

Key Initiatives

- 4 staff members
- Parking Management Plans
- City-Wide Strategic Parking Plan
- Rules & Regulations updates



Contact Us

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